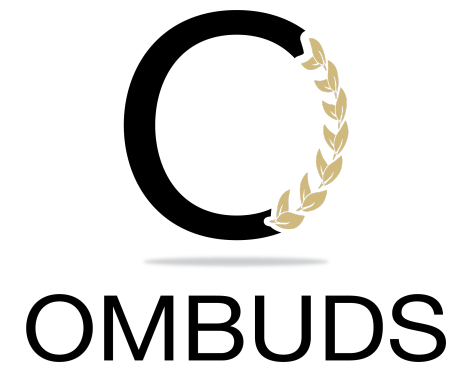


OMBUDS OFFICE

2019 Review

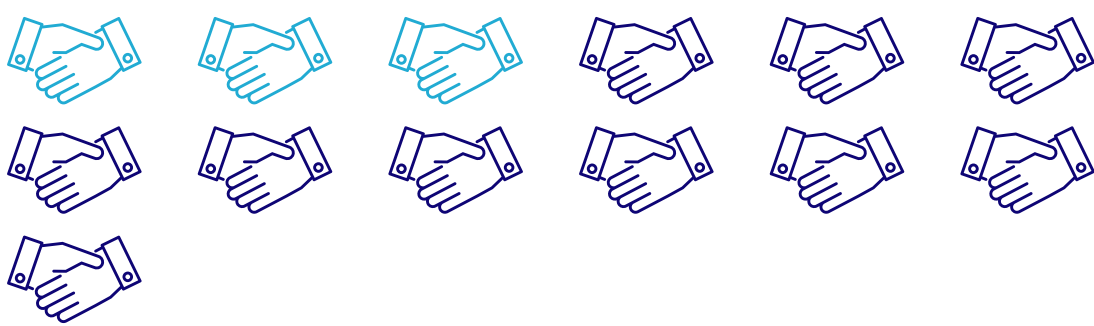


In the Ombuds Office, we are transparent and consistent in our practices as we provide conflict prevention, management, and resolution to the University of Denver and Anschutz Medical Campus communities. In calendar year 2019 we've utilized our personal skills and expertise to go beyond the basic Ombuds offerings and provided additional support to individuals, groups, leaders, and the institution. This resulted in an increased utilization in 2019, with 624 visitors, 51 trainings in 2019, 13 informal mediations and group facilitations leading to a stronger impact in supporting the University in its goals.

624 Cases



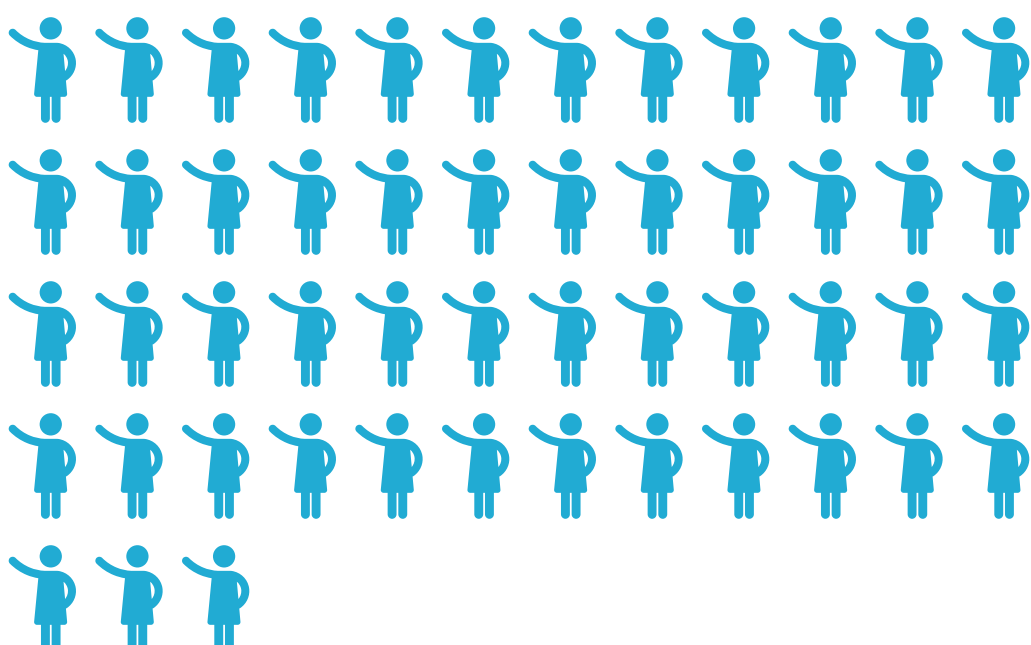
13 Facilitated Conversations/ Informal Mediations



7 Occasions to Raise Systemic Issues



51 Trainings

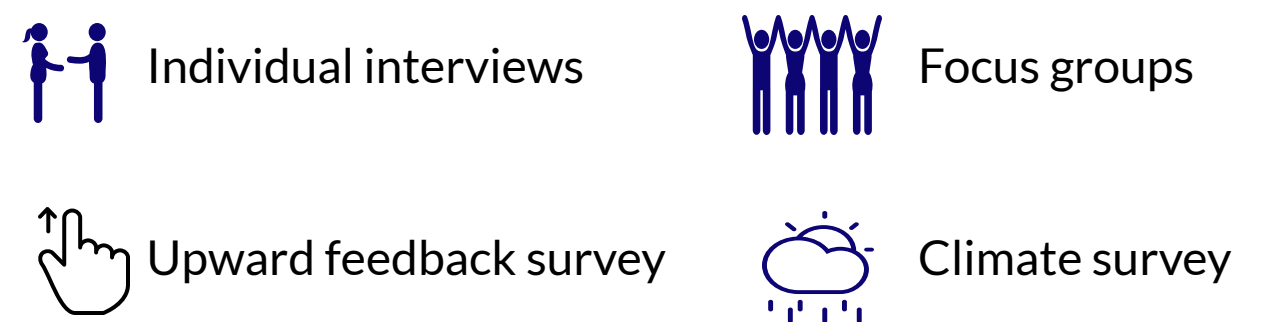


Group & Department Climate & Culture



*Average 22 hours spent with each group

Qualitative and Quantitative Data Gathering & Analysis



2019: Above and Beyond

In 2019, we went above and beyond with our services to help support the University and grow professionally.

- Contributed to Conflict Resolution profession through promoting Ombuds Day, presenting at national conferences, writing chapters for journals
- Provided coaching, group facilitation, and climate/environment support to groups experiencing change and conflict, saving the University tens of thousands of dollars in consultant fees
- Continued to provide complimentary Ombuds services to University System employees
- Created eight new videos for our website, demonstrating our services as well as providing conflict management tips
- Continued to contribute to and maintain the University Ombuds Blog, "Ombuzz," to provide an additional resource to CU constituents
- Provided training and consulting for federal government agencies such as the EPA and Volunteers of America